

<u>740399</u>	Open	6/28/2011 14:28	3 - Medium	DPH.Engineering	Assignee: End User: Normand, Michael F
HSLI - REMOTE unable to joint pc's/workstations to the EHS					
<u>740365</u>	Open	6/28/2011 14:11	4 - Low	DPH.Engineering	Assignee: End User: Dooley, Jacqueline A
HSLI - VISIT - Hi, The internet connection in the au...					
<u>740340</u>	Open	6/28/2011 13:43	4 - Low	DPH/Desktop Support	Assignee: End User: Gauthier, Cheryl
HSLI - VISIT - We were unable to have the Packaging &					
<u>740339</u>	Open	6/28/2011 13:42	3 - Medium	DPH/Desktop Support	Assignee: End User: Cochran, Jennifer J
HSLI - VISIT - Stables 1 Jamaica Plain Printer c...					
<u>740283</u>	Open	6/28/2011 12:46	4 - Low	DPH.Engineering	Assignee: End User: Caloggero, Dina A
HSLI - REMOTE - Account Request Modification Please make					
<u>740280</u>	Work In Progress	6/28/2011 12:44	4 - Low	DPH.Engineering	Assignee: Lawrence, Peter End User: Cole, Brenda
HSLI - REMOTE - Brenda called because her machine is not					
<u>740242</u>	Open	6/28/2011 12:00	3 - Medium	DPH/Desktop Support	Assignee: End User: Stiles, Tracy S.
HSLI - Visit 617-748-2355 Please read email from bottom					
<u>740217</u>	Open	6/28/2011 11:45	4 - Low	DPH.Engineering	Assignee: End User: Beausoleil, Debra
HSLI - REMOTE - Two old machines in room 554 are no					
<u>740214</u>	Open	6/28/2011 11:43	4 - Low	DPH/Desktop Support	Assignee: End User: Beausoleil, Debra
HSLI - VISIT - LAuren Aiken is moving and when she					
<u>740193</u>	Open	6/28/2011 11:21	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: McNamara, Ann
HSLI - REMOTE - Ann called because she is getting a path					
<u>739931</u>	Open	6/27/2011 16:35	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Cannon, Joyce E
HSLI - VISIT - From: Cannon, Joyce (DPH) Sent: Monday,					
<u>739856</u>	Open	6/27/2011 15:11	4 - Low	DPH.Engineering	Assignee: End User: Barrows, Peter E.
HSLI - REMOTE - From: Barrows2, Peter (DPH) Sent:					
<u>739823</u>	Open	6/27/2011 14:34	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Hou, Yanping
HSLI - VISIT No network connectivity for scanning PC.					
<u>739773</u>	Open	6/27/2011 13:42	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Rubin, Alan
HSLI - VISIT Network down for instrument PC.					
<u>739721</u>	Open	6/27/2011 12:44	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Allen, Philip
HSLI - VISIT Request assistance with adding					
<u>739720</u>	Open	6/27/2011 12:40	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Borne, Paul
HSLI - VISIT Request assistance with printer/copier.					

<u>739689</u>	Open	6/27/2011 12:00	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Barrows, Peter E.
HSLI - VISIT - Hi, could you please send a tech to room 759					
<u>739632</u>	Open	6/27/2011 11:07	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Hastings, Rebecca M
HSLI - REMOTE Request assistance with EHS account.					
<u>739559</u>	Open	6/27/2011 10:15	3 - Medium	DPH.Engineering	Assignee: End User: Corban, Doreen
HSLI - VISIT - Doreen reports the Fax server on the 5th fl					
<u>739553</u>	Open	6/27/2011 10:10	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Noddin, Linwood
HSLI - VISIT Network down for instrument PC.					
<u>739532</u>	Open	6/27/2011 9:52	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Challa, Sivaram
HSLI - REMOTE Request assistance with EHS account.					
<u>739526</u>	Open	6/27/2011 9:49	4 - Low	DPH.Engineering	Assignee: End User: Corban, Doreen
HSLI - VISIT - From: Corban, Doreen (DPH) Sent: Monday,					
<u>739519</u>	Open	6/27/2011 9:45	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Kordowska, Jolanta
HSLI - REMOTE Request assistance with EHS account.					
<u>739494</u>	Open	6/27/2011 9:28	4 - Low	DPH/Desktop Support	Assignee: Gallant, Kevin M End User: Quinn, Jennifer A
HSLI - VISIT - From: Quinn, Jennifer (DPH) Sent:					
<u>739473</u>	Open	6/27/2011 9:17	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Coulombe, Tom
HSLI - VISIT PC moved when cleaning room and needs					
<u>739405</u>	Open	6/27/2011 8:15	None	DPH.Engineering	Assignee: End User: Lancto, Denise
HSLI - REMOTE - User reports that the network is down in					
<u>739373</u>	Open	6/27/2011 7:21	None	DPH.Engineering	Assignee: End User: Dyer, Janine W
HSLI- REMOTE - User reports that she has no network					
<u>739370</u>	Open	6/27/2011 7:17	None	DPH.Engineering	Assignee: End User: Beausoleil, Debra
HSLI- REMOTE - User reports that her along with one of her					
<u>739367</u>	Open	6/27/2011 7:12	None	DPH.Engineering	Assignee: End User: Caloggero, Dina A
HSLI - VISIT - I looked at your rights and you have the same					
<u>739275</u>	Open	6/24/2011 16:13	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Beck, Ann M
HSLI - VISIT - Hi We have 3 people that need to have...					
<u>739273</u>	Open	6/24/2011 16:10	4 - Low	DPH.Engineering	Assignee: End User: Barrows, Peter E.
HSLI - REMOTE - Hello, this request has been approved and					
<u>739180</u>	Open	6/24/2011 14:19	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Lapsley, William
HSLI - VISIT User requests reinstall of SAS, PrimoPDF and					
<u>739077</u>	Open	6/24/2011 12:47	3 - Medium	DPH.Engineering	Assignee:

					End User: Corban, Doreen
<u>739056</u>	Open	6/24/2011 12:13	4 - Low	DPH.Engineering	Assignee: End User: Barrows, Peter E.
HSLI - REMOTE - Hi, this request has been approved and					
<u>739055</u>	Open	6/24/2011 12:12	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Beck, Ann M
HSLI - VISIT - Hi We have a new employee that will b...					
<u>738915</u>	Open	6/24/2011 9:08	4 - Low	DPH.Engineering	Assignee: End User: Hou, Yanping
HSLI - REMOTE Request to add new user account.					
<u>738912</u>	Open	6/24/2011 9:06	4 - Low	DPH.Engineering	Assignee: End User: Hou, Yanping
HSLI - REMOTE Request to add new user account.					
<u>738906</u>	Open	6/24/2011 8:47	4 - Low	DPH.Engineering	Assignee: End User: Lancto, Denise
HSLI - REMOTE Request to add new user account.					
<u>738731</u>	Open	6/23/2011 14:19	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Gancarski, Joan L
HSLI - REMOTE - Joan's PC is down with a virus. While it					
<u>738694</u>	Open	6/23/2011 13:48	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Mascioli, Lynette
HSLI - VISIT - Lynette called because the computers by					
<u>738634</u>	Open	6/23/2011 12:41	4 - Low	DPH.Engineering	Assignee: Erskine, George W End User: Servizio, Paul A
HSLI - REMOTE - From: Servizio, Paul (DPH) Sent:					
<u>738608</u>	Work In Progress	6/23/2011 11:51	4 - Low	DPH/Desktop Support	Assignee: Lok, Peter End User: Laguerre, Michelle
HSLI - VISIT - Michelle called because she is at the SLI					
<u>738558</u>	Open	6/23/2011 11:11	4 - Low	DPH.Engineering	Assignee: End User: Hackbarth, Allison M
HSLI - REMOTE - No J:\ drive when signing on. Stables 201					
<u>738543</u>	Open	6/23/2011 10:54	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Williams, Genevieve
HSLI - VISIT - Genevieve reports hshe is unable to start					
<u>738515</u>	Open	6/23/2011 10:27	4 - Low	DPH.Engineering	Assignee: End User: Lancto, Denise
HSLI - REMOTE - From: Lancto, Denise (DPH) Sent:					
<u>738455</u>	Customer Update	6/23/2011 9:34	4 - Low	DPH/Desktop Support	Assignee: Normand, Michael F End User: Lee, Jennifer
HSLI - REMOTE Request assistance enabling flash drive on					
<u>737980</u>	Open	6/22/2011 9:29	3 - Medium	DPH.Engineering	Assignee: End User: McGuire, Thomas M
HSLI - REMOTE - Thomas called because the purchasing					
<u>737922</u>	Open	6/22/2011 8:39	4 - Low	DPH.Engineering	Assignee: End User: HunterAdams, Jo
HSLI - REMOTE - Dear Help desk, Related to yesterday...					
<u>737841</u>	Open	6/21/2011 16:55	3 - Medium	DPH.Engineering	Assignee: End User: Beausoleil, Debra
HSLI - VISIT - Debra called because the fax server is down.					

737413	Open	6/21/2011 8:14	3 - Medium	DPH.Engineering	Assignee: End User: Beausoleil, Debra
HSLI - VISIT Fax server down 617.983.6813, critical it gets					
737393	Open	6/21/2011 7:26	3 - Medium	DPH.Engineering	Assignee: End User: Cochran, Jennifer J
HSLI - VISIT - Jennifer called because the 1st floor of the ...					
737392	Open	6/21/2011 7:25	3 - Medium	DPH.Engineering	Assignee: End User: Morrison, Robert W
HSLI - VISIT Room 107 unable to connect to network.					
737383	Dispatched to Vendor	6/21/2011 6:58	4 - Low	DPH.Desktop Support	Assignee: McCollem, Thomas End User: Corban, Doreen
HSLI - REMOTE - FW: VERIZON Order Form.doc Doreen					
737312	Open	6/20/2011 15:03	4 - Low	DPH.Engineering	Assignee: Erskine, George W End User: Albrecht, Michael
HSLI - REMOTE From: Albrecht, Michael S (DPH) Sent:					
737112	Open	6/20/2011 11:00	4 - Low	DPH.Engineering	Assignee: Erskine, George W End User: Iyer, Patricia
HSLI - REMOTE User cannot access email. Stables 617-983-					

55 Records Found